

# HCC CAN HELP

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## ACCESS TO CARE

Overcoming barriers to health care and ensuring that individuals and families receive the health care they need.

## INFORMATION

Finding out where to obtain necessary medical care and learn about new health care programs.

## ELIGIBILITY

Assisting consumers who are denied eligibility for or experience delays in receiving health care benefits.

## COVERAGE

Making sure consumers are aware of available health insurance programs and receive the health care they need from providers and health plans.

## MEDICAL DEBTS

Halting unlawful medical debt collection actions by educating consumers on their rights and directing them to available resources.



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## HCC PARTNERS

Asian Pacific American Legal Center  
Legal Aid Foundation of Los Angeles  
Mental Health Advocacy Services  
Maternal and Child Health Access  
Bet Tzedek Legal Services

Member, Health Consumer Alliance

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**Health Consumer Center**  
of Los Angeles

**A Health Care Rights Advocacy Center  
For Low Income Residents of  
Los Angeles County**

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# HCC HOTLINE

## Call 800-896-3203

9:00 A.M. - 4:30 P.M.  
Monday, Tuesday, Thursday, Friday




- **ANSWERS:** Obtaining Accurate advice and learn and learn to find important documents and forms.
- **NEGOTIATIONS:** Help with telephone calls, writing letters or filing grievances with HMOs, hospitals or clinics.
- **REPRESENTATION:** Assistance at and preparation for HMO and state fair hearings.
- **REFERRALS:** Find out where to go to obtain health care.

FREE ASSISTANCE IN ENGLISH, SPANISH, ARMENIAN, KHMER, MANDARIN, VIETNAMESE AND A VARIETY OF OTHER LANGUAGES

# COMMUNITY EDUCATION AND OUTREACH

- ✓ **TRAINING** for individuals, families and groups about health care programs and how to enforce health care rights.
- ✓ **WORKSHOPS** and technical support for social service agencies and community based organizations.
- ✓ **EDUCATION** and outreach for community groups to learn about HCC services

Presentations are available in English, Spanish, Armenian, Khmer, Mandarin, Vietnamese and a variety of Asian and Pacific Islander Languages.



**Health Consumer Center**  
of Los Angeles

For assistance call:  
HCC's Education & Outreach Office  
818-834-7574

# IMPROVING HEALTH CARE ACCESS

- ◆ HCC's goal is to improve access to quality health care for Los Angeles' low income communities.
- ◆ HCC helps eliminate barriers to health care access.
  - ✓ Transportation
  - ✓ Language
  - ✓ Public charge
  - ✓ Discrimination
- ◆ HCC and its partner organizations engage in policy advocacy at the local, state and federal levels to solve critical health care problems facing Los Angeles low-income communities.

*For technical assistance or help, contact:  
The HCC Policy Advocacy Team*

**BARBARA FRANKEL**  
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818-834-7572

